



Aqara Smart Door Lock A100 – FAQ



What is the security level of the Aqara Smart Door Lock A100?

The lock has a B-class security level, while the lock cylinder is rated C-class, which is the highest level according to the industry standard GA/T 73-2015 Mechanical Anti-theft Lock, established by the Ministry of Public Security of the People's Republic of China.

What unlocking methods does the Aqara Smart Door Lock A100 support?

- It supports nine methods:
- Fingerprint
- Permanent password
- Temporary password
- One-time password
- NFC card
- HomeKit Bluetooth
- Google Assistant
- Aqara Home app
- Mechanical key

How many fingerprints can be registered on the Aqara Smart Door Lock A100?

Up to 50 fingerprints can be registered.

How do I register a fingerprint?

There are two methods:

1. Install the Aqara Home app on your mobile phone, connect the door lock, and follow the app prompts to register the fingerprint.
2. Open the back panel of the door lock, press the "Set" button above the battery compartment, and register the fingerprint following the voice prompts (the Local Settings function must be enabled via the app).

How many passwords can be registered on the Aqara Smart Door Lock A100?



Up to 50 passwords.

What should I do if the fingerprint registration fails?

- Ensure the finger is dry and undamaged.
- During registration (seven attempts are required), fully press the finger onto the recognition area and vary the angle as prompted.
- For better accuracy, it is recommended to register your thumb.

Does the Aqara Smart Door Lock A100 have an anti-trial unlock function?

Yes. It prevents unauthorised access by:

- Using a PB algorithm to prevent fake fingerprint use.
- Triggering an alarm and locking fingerprint recognition after five consecutive failed attempts, with notifications sent to the app.
- Employing a self-learning fingerprint algorithm that improves sensitivity with use.

How many digits are supported for unlocking passwords? Does it support virtual passwords?

- Passwords: 6–10 digits.
- Virtual Passwords: Up to 20 digits, combining the unlocking password with random digits to protect against onlookers.

What types of temporary passwords are supported?

- One-time password: Created via the app, valid for one use within 20 minutes.
- Periodic password: Requires Bluetooth connection and is valid for a set time (e.g., specific hours or days).

What happens if I forget the password and the keyboard locks due to multiple incorrect attempts?

Use another method to unlock the door (fingerprint, HomeKit, NFC card, or emergency key). This will unlock the keyboard for subsequent use.

How many NFC cards does the Aqara Smart Door Lock A100 support?

Up to 25 cards.

What is anti-tailing?

The lock's handle rebounds immediately after unlocking to prevent reopening during the delay typically found in electronic locks, which enhances security against trailing.

How do I lift the handle to lock the door?



Lift the handle (indoors or outdoors) to lock the door quickly and securely, improving the security level of the door lock.

What is double-locking from inside, and how can I enable or disable it?

- Double-locking: Enables maximum security by using the indoor knob. Ordinary fingerprints, passwords, or mechanical keys cannot unlock it. Only admin-level credentials can unlock the door from outside.
- To disable: Use the indoor knob.

Under what circumstances will the Aqara Smart Door Lock A100 trigger the alarm notification function?

The Aqara Smart Door Lock A100 triggers the alarm notification function in the following scenarios:

- The door is ajar or not fully closed (this requires the alarm notification function to be enabled in the app).
- The door has not been locked manually or with the internal locking mechanism.
- The lock is being tampered with.
- The battery is low.
- There are multiple failed attempts to unlock the door using a password, fingerprint, or NFC card.

How is the Aqara Smart Door Lock A100 powered?

The Aqara Smart Door Lock A100 operates using 8 AA batteries (4 for the main power supply and 4 for backup).

What is the battery life of the Aqara Smart Door Lock A100?

The theoretical battery life of the lock is 18 months. However, actual battery life may vary depending on usage and environmental conditions. For instance, cold temperatures may reduce battery performance and lifespan.

Note: The battery life is based on tests conducted by Lumi Lab, which involved using 8 original batteries and simulating door use 10 times per day at a temperature of 25°C, without using double-recognition mode.

What should I do if the Aqara Smart Door Lock A100 runs out of power?

If the lock's batteries are completely drained, use the emergency charging port (Type-C) located at the bottom of the front panel. A power bank and Type-C cable can be used to temporarily power the lock for unlocking.

How can I connect the Aqara Smart Door Lock A100 to a Zigbee hub?

To connect the lock to a Zigbee hub:

1. Ensure there is a Zigbee hub nearby and that it is bound to the same Aqara account as the lock.



2. In the Aqara Home app, go to the door lock's device settings and select "Paired Hub". Follow the on-screen prompts.
3. If pairing for the first time, reset the lock before proceeding.

What functions does the Aqara Smart Door Lock A100 offer after connecting to a Zigbee hub?

Once connected to a Zigbee hub, the lock allows:

- Remote viewing of door lock logs.
- Checking the lock's status.
- Setting and executing automations with other smart devices.

How can the Aqara Smart Door Lock A100 be connected to the Aqara Home app?

To connect the lock to the Aqara Home app:

1. Install the batteries and wake up the lock by pressing the "Settings" button or waking it up through other means. The lock will prompt you to open the Aqara Home app.
2. In the app, tap the "+" button in the upper-right corner.
3. iOS users should select "Bluetooth", while Android users should select "Nearby Devices" (ensure Bluetooth is enabled on the phone).
4. From the list of devices, select Aqara Smart Door Lock A100.
5. Follow the app's instructions, press the "Settings" button on the lock, and enter the PIN displayed in the app to complete pairing.

Why can't another phone add the door lock to the Aqara Home app after it has been reset?

Resetting the door lock clears fingerprints, passwords, and other settings but does not unbind the lock from the account. To resolve this:

- The previous user must delete the door lock device from their Aqara Home account to allow a new phone to connect.
- If the original phone is unavailable, log in to the original account on another phone, delete the lock from the app, and then pair it with the new phone

Does the Aqara Smart Door Lock A100 support anti-fingerprint testing?

Yes, the lock includes anti-fingerprint testing through the following features:

- A customised algorithm from Swedish Precise Biometrics (PB) effectively prevents false fingerprint recognition.
- If incorrect fingerprints, passwords, or NFC cards are used five consecutive times, the lock triggers an alarm sound, flashes its alarm light, temporarily disables verification functions, and sends a notification to the Aqara Home app

Which software platforms can the Aqara Smart Door Lock A100 integrate with?

The lock supports:

- The Aqara Home app.



- The Apple Home app.
It can interact with other Aqara-branded smart devices or devices compatible with Apple Home. However, Mi Home or non-Aqara Apple Home devices are not supported

Can the Aqara Smart Door Lock A100 be unlocked remotely via the mobile app?

Yes, the lock supports remote unlocking via:

- The Aqara Home app (requires connection to an Aqara Hub).
- HomeKit (requires connection to an Apple Hub such as HomePod, iPad, or Apple TV).
- Google Home (requires connection to an Aqara Hub and a preset unlocking password)

How can the Aqara Smart Door Lock A100 be unlocked locally via Bluetooth through the mobile app?

- Open the Aqara Home app, tap the unlock icon, and then press the handle to unlock the door.
- If the lock is added to HomeKit, it can also be unlocked via Bluetooth through the Apple Home app

What security measures does the Aqara Smart Door Lock A100 employ for Bluetooth communication?

The Aqara Smart Door Lock A100 uses industry-standard Bluetooth encryption algorithms to ensure secure communication between the lock and mobile devices.

Can the Aqara Smart Door Lock A100 be unlocked using a physical key?

Yes, the lock includes an emergency physical key that can be used to unlock the door when necessary. The keyhole is located at the bottom of the front panel.

How do I check the remaining battery percentage of the Aqara Smart Door Lock A100?

You can check the battery percentage via the Aqara Home app or Apple Home app if the lock is connected to the respective platform. Additionally, the lock will provide audio alerts when the battery is running low.

Can the Aqara Smart Door Lock A100 automatically lock the door?

Yes, the lock has an auto-lock feature that can be enabled via the Aqara Home app. This feature automatically locks the door after a set amount of time.

Does the Aqara Smart Door Lock A100 support multiple user accounts?

Yes, the lock supports multiple user accounts. Individual users can have unique access methods (e.g., fingerprint, password, or NFC card), and their access logs will be recorded separately.



What should I do if I encounter a technical issue with the Aqara Smart Door Lock A100?

If you experience any issues, try the following steps:

- Check the lock's manual for troubleshooting tips.
- Ensure the firmware is up-to-date via the Aqara Home app.
- Restart the lock by removing and reinserting the batteries.
- If the problem persists, contact Aqara customer support.

Does the Aqara Smart Door Lock A100 comply with UK ,EU and ANZ safety standards?

Yes, the Aqara Smart Door Lock A100 complies with UKCA and CE certifications, ensuring it meets the safety and performance standards required for the UK, EU and ANZ markets.

What is the backset standard for the Aqara Smart Door Lock A100?

For installation, The Aqara Smart Door Lock A100 uses a 65mm backset mortise lock with a centre-to-centre (C-C) distance of 68mm and a 24mm faceplate width